



**In Transit**

# July/August 2012

A Newsletter for King County Metro Transit Employees



*From the General Manager's desk*

## Going green



Now that summer is finally here and we're

spending time outdoors, I'm reminded of all the good things we've been doing lately to reduce our impact on the environment. Some of those efforts are described in this issue, and I'd like to point out some highlights.

After a year and half of workshops sponsored by the Federal Transit Administration and working with faculty at Virginia Tech's Center of Organizational and Technological Advancement, we're launching an Environmental Sustainability Management System (ESMS) at South Base and the Component Supply Center (see page 3).

The system uses a plan-do-check-act cycle to ensure that we're acting to reduce our impact on the environment and measuring our progress. Benefits include a focus on continually improving our operational efficiency and effectiveness, reducing costs, and helping us find new opportunities to make our work practices better for the environment. Once this first system is established, we'll develop one at each of our other bases.

In an energy summit in May, I met with County Executive Dow Constantine, county department heads, and other division directors to talk about our efforts to reduce

*Continued on page 2*

## Transit honors 2011 Operator of the Year

**Bruce Kennedy** has been named Metro's Operator of the Year for 2011.

Kennedy has earned a 34-year safe driving award, has received 11 customer commendations, and has been honored as Operator of the Month four times. He was honored by family, friends, co-workers, and management on June 5 at a surprise celebration at Metro's North Base.

*Continued on page 2*



**Bruce Kennedy shows off one of the perks of being named Metro's 2011 Operator of the Year.**

## VM names 2012 Employee of the Year

Vehicle Maintenance has named Lead Sheet Metal Worker **Fred Zingleman** (North Base) as its 2012 employee of the year.

In a surprise ceremony at North Base on June 7, Zingleman's friends, family, co-workers, and managers celebrated his achievement. Transportation Director **Harold Taniguchi** presented the award, and Transit General

*Continued on page 2*



**Fred Zingleman holds a plaque honoring him as 2012 VM Employee of the Year.**

## In this issue

DOT 'energy heroes' .....	2	Fall 2012 service change.....	5
ESMS.....	3	Security sensitive .....	5
Energy summit .....	3	Kudos .....	6
Short shots .....	4	On the move .....	8



*We'll Get You There*

*Continued from page 1*

## General Manager

our energy consumption (see page 3). I described our successes with our hybrid and electric trolley fleets, facility modifications, and the newly constructed Atlantic/Central Operations Base. I also talked about our efforts to reduce drive-alone travel through our In Motion and Commute Trip Reduction programs.

The summit was also an opportunity to discuss our energy challenges, and to think about ways we might work with other county departments and divisions to reduce the county's overall consumption.

Earlier this year, the Ryerson Base remodel received LEED Silver certification—not an easy accomplishment for a remodeling project. It took a lot of employee creativity and collaboration to balance the needs of end users with reducing environmental impacts and staying within a limited budget.

I encourage each of you to think about how your work affects the environment, and to do your part. With your help, we're already recycling more trash, installing new lighting and HVAC systems to save electricity and earn energy rebates, and much more (see page 3).

I look forward to many more achievements as we all work together to create a greener and healthier place to work, live, and play.

Before I close, let me congratulate our latest Operator of the Year and VM Employee of the Year, highlighted on the front page. Good work, gentlemen, and thank you for your contributions to Metro!

**Kevin Desmond**  
General Manager



**Note:** this leaf symbol is used to highlight articles in this issue about Metro's environmental efforts and achievements.

# County honors two DOT 'energy heroes'



On May 23, King County Executive Dow Constantine named six county employees as Energy Heroes for going the extra mile to improve energy efficiency and cost effectiveness in county operations. Among them were two Department of Transportation employees, **Cheryl Binetti** and **Wendy Chin**.

As the project manager for the DOT Director's Office assigned to work on energy and related climate and conservation projects, Binetti helps guide the department's approach to energy issues and is the catalyst for keeping its divisions and sections focused on continuing implementation and meeting reporting requirements.

Her positive outlook, enthusiastic approach, and encouragement to staff members involved with energy and conservation are tributes to her commitment to the project, process, and goals. She truly goes above and beyond to provide support,

*Continued on page 7*



**Wendy Chin, second from left, and Cheryl Binetti, second from right, were honored in May by County Executive Dow Constantine, on right, as "energy heroes."**

*Continued from page 1*

## Operator of the Year

"Bruce has been a consistently outstanding operator for his entire 36-year career," said Operations Manager **Jim O'Rourke**. "He exemplifies the best characteristics of a Metro Transit operator: a near-perfect safety record, excellent reliability, and a professional attention to quality service. Bruce clearly takes pride in the service he provides."

King County Executive **Dow Constantine**, Councilmember **Bob Ferguson**, Transportation Director **Harold Taniguchi**, Metro's General Manager **Kevin Desmond**, other division managers, and ATU 587 representatives were among those extending their congratulations. "Bruce is one of our best," Constantine said.

*Continued from page 1*

## VM Employee of the Year

Manager **Kevin Desmond**, VM Manager **Randy Winders**, Operations Manager **Jim O'Rourke**, VM Assistant Manager **John Alley**, Local 587 President **Paul Bachtel**, and many VM employees were on hand.

Zingleman has worked for Metro for 38 years, and has been a lead sheet metal worker since 1995. Respected by subordinates, peers, and managers alike, he is known as an outstanding leader—job oriented, dedicated, and committed to the missions of VM and Metro. His talents have been described as "amazing" tools in the effort to make Metro's bus fleet "showroom ready" for our customers and the community.

# ESMS: doing it better for the environment



A new acronym, ESMS, has appeared on posters around South Base and the Component Supply Center.

ESMS stands for Environmental Sustainability Management System, a system of programs and procedures that helps us reduce the environmental impact of our operations and make our facilities healthier places to work. It builds on and strengthens our many existing green practices.

A core team of Metro employees learned how to set up an ESMS by attending workshops sponsored by the Federal Transit Administration. They then worked with South Base/Component Supply Center employees to develop a system for Metro. Initially the ESMS encompasses the south complex only, but look for it at other bases in the future.

The ESMS at South Base/Component Supply Center focuses on the four most environmentally significant aspects of our operations at that location:

1. Chemical management
2. Spill control
3. Reducing electricity consumption
4. Reducing natural gas consumption

All who work at South Base/Component Supply Center—Metro employees, vendors, and contractors—play a part in the ESMS. That includes knowing that Metro is committed to environmentally responsible operations, being aware of how their jobs impact the environment, and knowing and following environmental protection procedures related to their work.

To help inform their co-workers about the ESMS and the four significant aspects, employees from Operations, Vehicle Maintenance, and the Component Supply Center posed for photos on posters and other materials.

Metro plans to apply for international certification of the ESMS program. As one step in this process, Virginia Tech audited the ESMS in mid-July.

**Operators  
Betsey Boil,  
Janet Guthrie,  
and Hollis  
Thornton put  
friendly faces  
on a new  
acronym.**



**Posters and other materials are helping to raise awareness.**

## Desmond shares successes, challenges at energy summit



**Kevin Desmond** and managers **Jerry Rutledge, Randy Winders, and Randy Witt**

represented Metro at the King County Energy Summit hosted by Executive Dow Constantine on May 23.

The summit was held as part of the county's effort to fulfill its 2010 Energy Plan, which calls for us to reduce energy use by 10 percent from a 2007 baseline. Desmond presented Metro's top three energy successes since 2007: our ongoing use of highly efficient electric trolley and hybrid buses; our green building projects; and our commute trip reduction program. He also presented our top three energy challenges: how to expand ridership without increasing energy consumption; resolve resource priority conflicts; and address the difficulty and expense of energy monitoring and measurement.

His presentation ended with a description of three opportunities: the upcoming replacement of our trolley fleet with more energy-efficient models; development and implementation of a new clean-fuels policy; and a new agency-wide sustainability program, largely focused on resource conservation, to coordinate Metro's sustainability efforts.

The County Executive is using this information to guide future energy action items, such as staff training.



# SHORT SHOTS IN TRANSIT

News briefs in and around the Transit Division



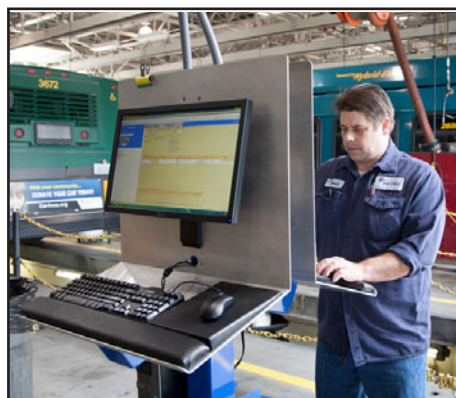
**Workers smooth the surface of new concrete for a RapidRide D Line stop in Interbay in June.**

■ **D Line ground work begins** — Construction of bus stop improvements for the RapidRide D Line began in March. We've already completed work and installed new RapidRide shelters at several stops, including stops in Belltown. Work on larger stops is scheduled to begin in July, including installation of new bus bulbs in Uptown and on 15th Avenue NW in Ballard. A total of 47 stops will be created or modified before the D Line starts operation on Sept. 29.

■ **Transit radio project gains full system acceptance** — On May 9, Metro issued "full system acceptance" for the new transit radio system. This \$39 million project, begun more than 10 years ago, has passed all final availability testing and has been supporting daily revenue service since September 2010. More than 1,000 buses have received the new radio and on-board systems, and the radio system is also used by more than 400 support staff members in Operations, Vehicle Maintenance, and Power and Facilities.

■ **Base automation update** — Vehicle Maintenance's base automation pilot projects at North Base and the Non-Revenue Vehicle facility, detailed

in our January/February issue, are now officially underway. Computers and stands are being installed, and the VM Data Management Group is developing a training program. Focus groups meet weekly at each worksite to set parameters. At press time, applications pre-testing was scheduled to begin in July after six months of preparation. The project should help our employees move toward a paperless process and take advantage of electronic resources to enhance business efficiency and communications.



**Sheet Metal Worker David Muszynski uses one of the new computers in a North Base maintenance bay.**

■ **Historic bus tours continue** — The next historic bus tours sponsored by the Metro Employees Historic Vehicle Association (MEHVA) are a four-hour scenic trip to Snoqualmie for Railroad Days on Aug. 19, and a three-hour trolley tour of Seattle's distinctive and varied nightlife neighborhoods (Pioneer Square, Broadway, Lower Queen Anne, and the University District) on Sept. 29. Learn more at [www.mehva.org](http://www.mehva.org) or call 206-684-1816.



**Cyclists got a free ride during the third week in May.**



■ **Free fare week for bicyclists** — Each May, Metro supports Bike-to-Work month by co-sponsoring a Bike-to-Work Day commute station, encouraging employees to join Commute Challenge teams, and sponsoring tables at the Cascade Bicycle Club's Bike-to-Work Breakfast. This year, for the first time, we also let cyclists loading bikes on Metro and Sound Transit buses in King County ride free during the third week in May. Afterward, John Mauro of the Cascade Bicycle Club expressed the club's appreciation to General Manager **Kevin Desmond**, calling the free rides "an excellent way to incent new riders — both to transit and to bicycling."

■ **Do you love vintage trolleys?** — The all-volunteer Issaquah Valley Trolley is scheduled to go into service on Saturdays and Sundays this fall. Help is needed in all areas, including streetcar operators, conductors, mechanics, volunteer coordinators, website managers, fund raisers, and event planners. To get involved, email [trolley@issaquahhistory.org](mailto:trolley@issaquahhistory.org), call 425-391-8186, or attend an informational open house at 7 p.m. on July 31 at the Issaquah Depot (150 First Avenue NE).

# Making the fall 2012 service change a reality

**A**s detailed in the last issue of *In Transit*, a massive effort went into planning the upcoming fall service change. After we held 14 public meetings, made 40 presentations to community groups, and took in more than 10,000 public comments—which led to hundreds of changes to the proposal—the King County Council adopted the service change ordinance on May 7 with minimal questions or concerns.

Much as we might have liked to kick back and celebrate, a huge amount of work remained in order to make the approved plan a reality.

The service change includes the creation of eight new routes and major changes to more than 40 existing routes. Our schedule writers are making changes to roughly one-third of our system schedules—which Scheduling Supervisor **Jon Bez** called “more work than we’ve ever done in one service change before.” Schedulers are building new schedules for vehicles and operators, with an operator pick coming in late August.

Route Facilities planners are working with Design and Construction, Power and Facilities, and affected jurisdictions to add 22 new stops, remove 144 stops, and make signage changes at more than 1,250 stops. They’re also making many changes to bus layover assignments. “Don’t forget the extra work associated with RapidRide stops,” said Supervisor of Transit Route Facilities **Sharon Slebodnick**. “This is a huge workload, for which we’ve been preparing for more than a year.”

The Paint/Sign Shop will have to produce more than 1,000 new bus stop signs and install or replace decals on every bus in our fleet to reflect the end of the Ride Free Area in downtown Seattle.

Operations training will spend much of the summer preparing, training, and qualifying operators on the many service changes coming this fall. “With nearly all Central Base and Ryerson Base routes facing some sort of change, our trainers will have their hands full getting every operator trained on the many changes to the system,” said Training Superintendent **Carri Brezonick**.

And the Sales and Customer Services Section will get the word out about all the changes to our customers, using the many communication tools at their disposal—including print and electronic media and in-person interactions.

This service change is really putting the “we” in “We’ll get you there!”

## ***In Transit*** online

Current and past issues of *In Transit* are available at [www.kingcounty.gov/InTransit](http://www.kingcounty.gov/InTransit).

If you have any questions, comments or story ideas, send them to ***In Transit***, KSC-TR-0824, or contact **Anna Clemenger**: 206-263-6482 or [anna.clemenger@kingcounty.gov](mailto:anna.clemenger@kingcounty.gov).

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We'll Get You There

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## ***Security Sensitive***



## **Smile—you may be on camera**

**T**oday, when many of our comings and goings are caught on video, surveillance has gone from cloak-and-dagger to commonplace. Some experts claim we are recorded on video an average of 200 times a day; more for urban dwellers.

Metro has had video surveillance cameras on some of our buses for years. We choose the routes that will get buses with cameras based on criteria such as demonstrated need, expected value of the investment, and available funding. Vehicle Maintenance installs and maintains the digital cameras and recorders.

**David Fairbanks**, a Metro employee assigned to the Metro Transit Police, downloads the video files when they're requested. The clips are complex to retrieve, store, and maintain.

Video cameras on buses have value for their ability to deter and solve crimes and to provide factual information when customers file injury claims. Occasionally, a member of the public or the media will ask to see a clip.

We'll continue to evaluate our coach camera deployment levels and adjust them to try to meet the county's crime-fighting and money-saving needs while better protecting our operators and customers.

—**Mark L. Norton**  
Manager, Transit Security

*Send comments and ideas on Metro security, emergency management, and homeland security to [mark.norton@kingcounty.gov](mailto:mark.norton@kingcounty.gov)*



# KUDOS IN TRANSIT



**Metroadeo contenders:** left to right, back row: Steven Banham, Anthony Butler, Charles Riess, Michael Brancheau, Tom Ponischil, and Eric Vickery. Front row: Janet Palmer, Paul Tefft, Tammy Klein, Mel Nason, and Michael Grady.

■ **Metroadeo winners' circle** — The 36th annual Metroadeo was held June 30 at the Training and Safety Facility in Tukwila. Michael Grady (East Base) placed first in the Operator Division, making him an eight-time winner. Mel Nason (North Base) placed second, and Tammy Klein (Atlantic Base) took third place. Charles Riess (South Base) won the Maverick Division, and Training Instructor Harold Lemmon (Atlantic/Central) was victorious in the Non-Operator Maverick Division. Grady will represent Metro at the Washington State Rodeo on Aug. 26 at the same facility, and will take part in the APTA-sponsored International Bus Rodeo next May in Indianapolis.

■ **Turner Award winner** — North Base Operator **Tammy Mason** received the fourth quarter 2011 George Turner Award, which honors employees who show extraordinary sensitivity toward customers who are elderly and/or disabled. A customer took the trouble to contact Metro about Mason, saying, "I never have

seen someone care as much for the handicapped people as she does; frequently during a trip she will ask if he or she is doing OK. She finds out where they are going first and that seems to be helpful and comforting to the people who so need her help."



**Operator Tammy Mason shows a plaque listing her as the latest Turner Award honoree.**

■ **Metro wins Totem Award** — Metro's "Spend More Time Doing Something Else" brochure has won a Totem Award from the Puget Sound chapter of the Public Relations Society of America. The brochure and surrounding campaign were designed to prepare communities for the Alaskan Way Viaduct and State Route 520 construction and tolling projects. They encourage people to ride Metro and do other things (read, sleep, work on their computers, etc.) instead of driving, dealing with viaduct-related congestion, and paying tolls on SR-520. The brochure won in the special components/brochures category.

■ **Rail employees compete at national rodeo** — Two teams from our Rail Section competed at the APTA 2012 International Rail Rodeo in Dallas, Texas on June 2. Tested on a light rail vehicle completely different from the ones they use at work, operators **Daryoush Hakki** (Metro Link light rail) and Carol Unkrur (Tacoma Link Streetcar) finished ahead of experienced teams from Washington, D.C., Baltimore, Boston, and Chicago. Metro's electro-mechanic team of **Robert Kurth**, **Anthony Martin**, and **Michael Stromberg** nabbed first place in the Knorr/IFE Doors phase of the competition and a fourth-place finish overall. The two teams combined finished in sixth place. Full results are available at <http://apta.com/mc/railrodeo/scores/Pages/>.

■ **Dispatcher aids operator in distress** — On May 5, First-line Supervisor **John Bouie** was working at the Ryerson Base dispatch window when a transit operator who was



**Supervisor John Bouie**

speaking with him had a stroke. Bouie reached across the desk to keep the operator from falling, called 911 to request emergency medical assistance, and assisted the medics

when they arrived. “John brings this kind of care and compassion to work every day, and Ryerson Base employees feel fortunate to work with him,” said Ryerson Base Operations Superintendent **Michael List**.

■ **Operator and transit deputy rescue assaulted passenger** — On May 4, while driving Route 36, Central Base Operator **Katherine Batey** saw a man at a bus stop holding a bloody rag to his face. The man had just gotten off another bus, where he had been beaten and robbed. Batey called for assistance and had the man wait on her bus until aid personnel and police arrived. After the aid personnel left, Metro Transit Police Deputy **Stephen Boggess** was talking

## Transit operators of the month

### June 2012

Atlantic Base: **Anthony Woods**  
Bellevue Base: **Miguel Manzueta**  
Central Base: **John Barry**  
Eastside Base: **Andrew Price**  
North Base: **Jonathan Hannah**  
Ryerson Base: **Casey Hughes**  
South Base: **David Grothe**

### July 2012

Atlantic Base: **Jerry Johnston**  
Bellevue Base: **John Kieft**  
Central Base: **Nichols Gleason**  
East Base: **Stephen Ambrose**  
North Base: **Peter Pelepko**  
Ryerson Base: **Paula McCune**  
South Base: **Renee Exom**

to the man and saw him become dizzy and sick. Boggess called the aid car back. After re-examining the man, the medics transported him to Harborview Medical Center, where he was found to have a concussion. According to Metro Transit Police Sergeant **Michael Starrett**, the combined actions of Batey and Boggess may well have saved the man’s life.

## Service award achievements

*In Transit* congratulates the following employees on achieving major service milestones in the third quarter of 2012:



Operations —  
**Peggy Renfrow,**  
**Brigitte Graupe,**  
**Paulette Washington;**

Vehicle Maintenance —  
**William McMahon**

*Continued from page 8*

## On the Move

**Michael Hogue**, transit pass sales representative – May 21

**Susan Rudolph-Loos**, marketing and sales specialist III

### Vehicle Maintenance

**Jack Broome**, mechanic (TLT) – May 7

**Maria Socorro Castaneda**, technical information processing specialist – May 7

**Curtis Lindgren**, sheet metal worker (TLT) – May 7

**Cristian Melnic**, mechanic (TLT) – June 18

**Jeff Needham**, transit parts specialist (temporary) – June 18

**Bryan Pauley**, mechanic (TLT) – June 18

**Dan Portman**, mechanic (TLT) – June 18

**Jay Sauve**, sheet metal worker (TLT) – May 7

**Frank Sheehan**, equipment painter (TLT) – May 7

*Continued from page 2*

## ‘Energy heroes’

develop strategies, solve problems, and advocate for all sections in the department.

Chin, a project/program manager in Metro’s Power and Facilities section, has been a driving force in the Transit Division’s effort to develop an energy conservation plan. She contracts with consultants for energy audits, developed and launched a sub-metering plan, identifies and plans funding for capital energy-related projects, works with staff members to develop operational energy improvements, and tracks and

documents energy-related project savings and incentive information. Our incentives and savings from these efforts are approaching \$1 million, and we’ve saved around 3.5 million kilowatt hours of electricity.

She takes the initiative to seek out information and involve others in her projects, reaching across section lines to coordinate division-wide efforts.

We’re lucky to have these two employees on our team, making it easier for all of us to create a more energy-efficient future.

### In Our Thoughts

**Jess Dawson**, manager of bus maintenance (retired), passed away on June 6

**Theodore “Ted” Parker**, transit operator (South Base – 6 years), passed away on April 26

**Terry Williams**, electronic technician chief (Vehicle Maintenance – 23+ years) passed away May 23

**Linda Wraith**, marketing communications specialist (Sales and Customer Services – 29+ years) passed away on June 2



# ON THE MOVE

Transit Division retirements, promotions/job changes, new hires, and remembrances

## Retirements

### Operations

**Dave Jolly**, operations superintendent (North Base) – August 1; 32 years

**John Murrow**, transit operator (South Base) – June 1; 18 years

**Liz Slater**, administrative specialist (East Base) – August 3; 28 years

**James Young**, transit operator (South Base) – June 1; 20 years

### Power and Facilities

**Erik Martinson**, transit chief (Facilities) – June 1; 17 years

**Tom Slade**, project program manager III – June 1; 11 years

### Service Development

**Jack Lattemann**, transportation planner (Service Planning) – June 1; 27 years

### Vehicle Maintenance

**Richard Barmuta**, sheet metal worker – July 1; 13+ years

**Edie Brown**, upholsterer – June 1; 27+ years

**Bill Cleveland**, purchasing specialist – July 7; 37 years

**Steve Duncan**, mechanic – July 1; 21+ years

**Bill Jensen**, lead mechanic – May 31; 32 years

**Warren McDowell**, mechanic – July 1; 31+ years

**Gerald Severance**, mechanic – May 11; 39 years

## Promotions and Job Changes

### Operations

**Craig Jamieson** to transit service supervisor from supervisor in training

**Ralph Keyport** to interim operations superintendent (North Base) from superintendent of planning and technical support (backfill for **Dave Jolly**)

**Mike Sudduth** to acting superintendent of planning and technical support from management services analyst (backfill for **Ralph Keyport**)

### Power and Facilities

**Nikki Johnson** to line material worker I from line worker helper (Power)

### Rail

**Henry Bell, Jr.** to rail operator from transit operator (Central Base)

**Al DeSart** to rail operator from transit operator (Central Base)

**Jefferson Eusell** to rail operator from transit operator (Ryerson Base)

**Spencer Howard** to career service signal and communications technician from TLT

**Kenny Olson**, to rail operator from transit operator (South Base)

**Carlton Pleasant** to rail operations chief from rail supervisor

**Darrell Shay** to rail operator from transit operator (South Base)

### Systems Development and Operations

**Brad Kittredge** to supervisor (Systems Operations) from chief of signals and communications (Rail)

### Vehicle Maintenance

**Tyler Mathison** to career service transit sheet metal worker from TLT

**Daniel McCaddon** to career service transit mechanic from TLT

## New Hires

### Design and Construction

**Dominique Doyal**, project control intern – June 5

**Aaron Lumpe**, project control intern – June 12

**Brent Powell**, project management intern – June 11

**Andrew Winter**, civil engineering intern – June 20

**Gillian Zacharias**, senior environmental planner (TLT) – June 18

### Paratransit/Rideshare Operations

**Harold Davis**, transportation planner II (Accessible Services; rehire) – May 31

**Donna Kalka**, administrative specialist I (Accessible Services; from Executive Services) – May 16

**Kevin McClain**, project/program manager II (Accessible Services, TLT) – May 2

**Matthew Weidner**, transportation planner III (Accessible Services) – April 30

### Power and Facilities

**Tom Dickinson**, transit chief (S. Facilities) – July 16

**Barnett Jacobovitch**, transit chief (S. Facilities, from Roads Division) – June 18

### Rail

**James Glen**, rail station custodian (TLT) – June 18

**Justin Thomas**, rail track and right of way worker (TLT) – May 21

### Sales and Customer Services

**Alicia Hicks**, assigned customer information specialist (from Roads Division) – June 4

*Continued on page 7*